## **HMO Blue Texas**Austin

Survey (CAHPS<sup>TM</sup> 4.0H) Results

ercentage who assigned a rating of <b>6 or lower</b> to their	Percentage who assigned a rating of <b>7 or 8</b> to their	Percentage who assigned a rating of <b>9 or 10</b> to their	State Average	
where 0 = the w	vorst possible and 10 = t	he best possible		
Health Plan	8% 43%	39%	21% 38%	41%
Health Care 15	44%	42%	15% 38%	47%
Personal Doctor 109	33%	57%	11% 27%	62%
Specialist 109	<b>29</b> %	60%	11% 26%	63%
ercentage who said they sometimes or never	Percentage who said they usually	Percentage who said they always	State Average	
Got Needed Care	34%	50%	14% 33%	53%
Got Care Quickly 14	% 25%	61%	15% 29%	57%
Had Plans Handle Claims Quickly & Correctly	% 28%	60%	12% 32%	57%
Got Efficient & Helpful Customer Service	21% 27%	52%	18% 26%	57%
Had Doctors Communicate Well	23%	69%	8% 22%	70%